TM-3 TRAVELER COURSE

USING NASA'S TRAVEL MANAGER SYSTEM

<u>REMOVE EDIT LOCKS</u>

This document covers the steps for a traveler to remove edit locks to a document.

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NOTE

Edit Locks can be caused by:

* *Improperly closing a document (always use Close and Logout in Travel Manager)*

* *System timing out after 30 minutes of no activity*

* *Using the browser's Back button (always use Travel Manager's Back button)*

* *Browser locking up or crashing*

If document is not visible on list, the document is either in use by another user or locked by someone else: Contact Help Desk


A. DISCOVER EDIT LOCKS HAS OCCURRED

NOTE

A user will normally discover a document has been locked when trying to either open an existing document or review documents in the work queue.

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1. On the **Document Preparation** page, click on the **Open Existing Document** link on the Document Processing Toolbar on the left side of the page.

2. One of the documents in the list to be reviewed has an asterisk in the **In Use** column, indicating that the document is either in use or is locked.
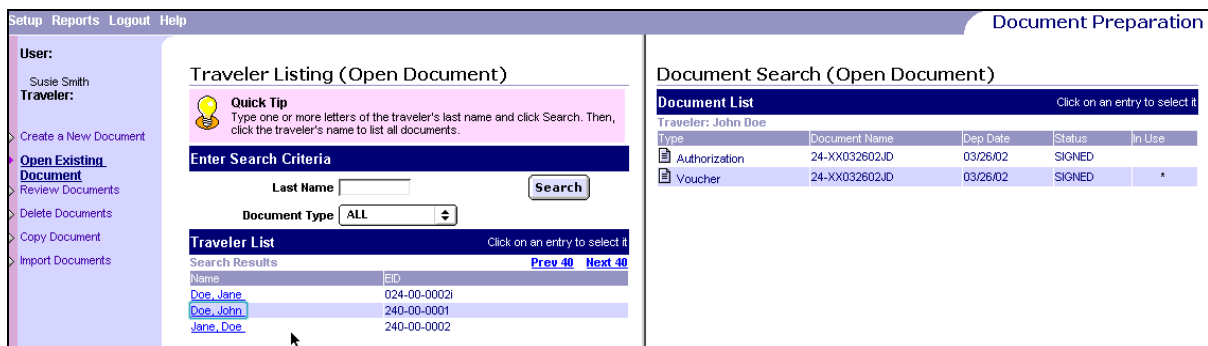
3. Click the **Open Document** icon , in the **Document Search (Open Document)** area on the right side of the page to open the document.

4. The **Document Summary** indicates the document is **Edit Locked**. This means the document can be viewed only.


5. Click the [Close] **Current Document** button in the 'For this Document you can:' area in the top right.

B. REMOVE EDIT LOCKS

If a document has been **Edit Locked**, only the System Administrator or the person who caused the Edit Lock to occur can remove the lock. **Edit Lock** occurs when a document with unsaved changes is closed by any means other than by using the `Close` **Current Document** button, in the 'For this Document you can:' area in the top right, or the Close Document link on the Document Processing Toolbar on the left side of the page.
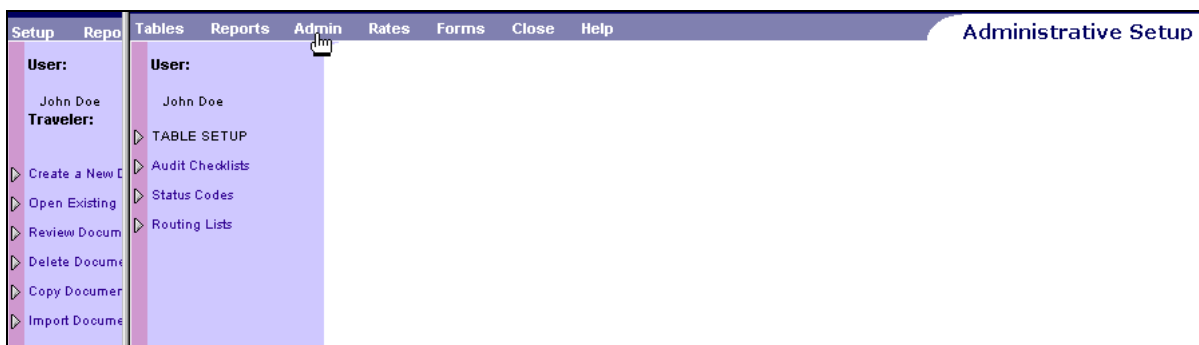

NOTE

It is good practice to always use the `Close` *Current Document button and then either open another document or click Logout on the Tab Menu Toolbar at the top of the page.*

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1. To remove an Edit Lock, click on the **Setup** link on the Tab Menu Toolbar at the top of the page.
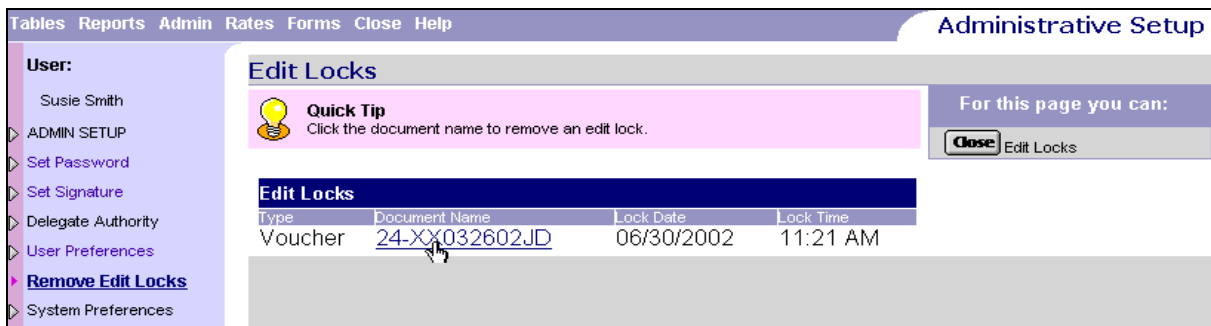

2. The browser will launch a new window over the original window.

3. Click the **Admin** link on the Tab Menu Toolbar at the top of the page. The **Admin Setup** page will be displayed.

4. Click on the **Remove Edit Locks** link, on the Document Processing Toolbar on the left side of the page, to display the **Edit Locks** window.

5. Click the document name in the **Edit Locks** list.

6. The **Remove Edit Locks** page indicates the document lock has been removed.

7. Click the ⌹Close⌹ **Remove Edit Locks** button in the 'For this page you can:' area in the top right.

8.   The document does not appear on the **Edit Locks** list and is now unlocked.

9.   Click the [Close] **Edit Locks** button in the 'For this page you can:' area in the top right.

10. Click the **Close** link, on the Tab Menu Toolbar at the top of the Administrative Setup page, to close the **Setup** page.

11. Click the **Open Existing Document** link, on the **Document Processing Toolbar** on the left side of the page, to refresh the page. The document is now available for edit or review.